Permitting System Help Guides

TOPIC: How to Make an Online Deposit to a Trust Account

Accela Citizen Access (ACA) is the online tool for external public users to check the status of permits, conduct research, and make online payments and deposits to Trust Accounts. Records and Services are segregated by department with each department having their own block of available services. This Help Guide focuses on the process of making an online deposit to Discretionary Project Trust Account.

To utilize the Trust Account online deposit service, customers must have a registered User Account within the ACA system. Once an ACA User Account has been associated to a Trust Account, or multiple Trust Accounts, registered Users can begin making online deposits to the associated Trust Accounts.

One-Time Initial Setup of ACA User Account:

1. Go to https://publicservices.sdcounty.ca.gov/citizenaccess/ and click the Register for an Account link. Complete the series of questions to compete the registration process.
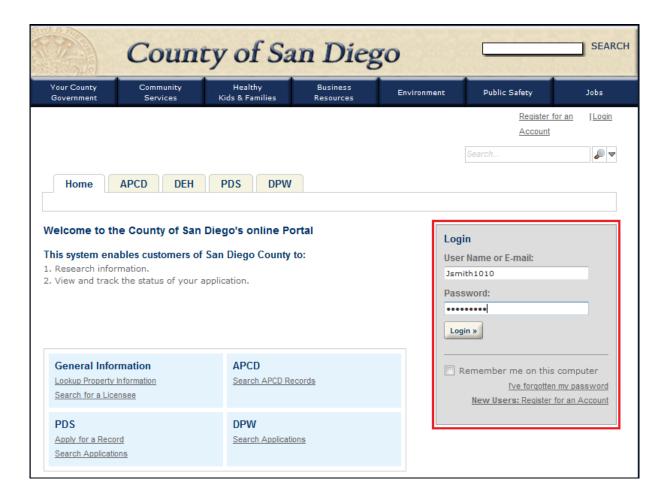

2. Once registration has been completed, send an email to LUEGTrustAccts@sdcounty.ca.gov and provide the following information.
    a. *User Account Name (e.g. Jsmith1012)*
    b. *User Account Email Address*
    c. *Your Name or Business Name (if applicable)*
    d. *Trust Account Number(s) requesting to be associated to*
    e. *Financially Responsible Party on above mentioned Trust Account(s)*
    f. *Contact Phone Number*

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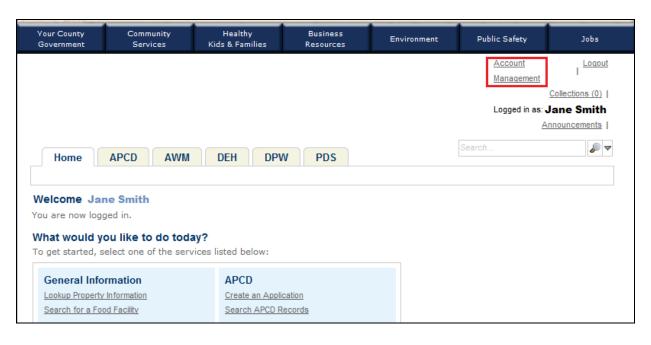3. Allow 1-2 business days for processing: once access has been granted, you will be notified via email.

Upon email confirmation, the User Account will be eligible to make online deposits to the designated Trust Account(s). A registered User does not need to create multiple User Accounts to be associated to additional Discretionary Project Trust Accounts in the future. Please contact LUEGTrustAccts@sdcounty.ca.gov or refer to the Online Trust Account Frequency Asked Questions document for additional information on how to request association to multiple Trust Accounts. Online deposits are subject to the same terms and conditions as Discretionary Project Trust Accounts submitted at the County's offices.

How to Make Online Deposit Directions:

Go to https://publicservices.sdcounty.ca.gov/citizenaccess/ and Log In with your registered ACA User Account.
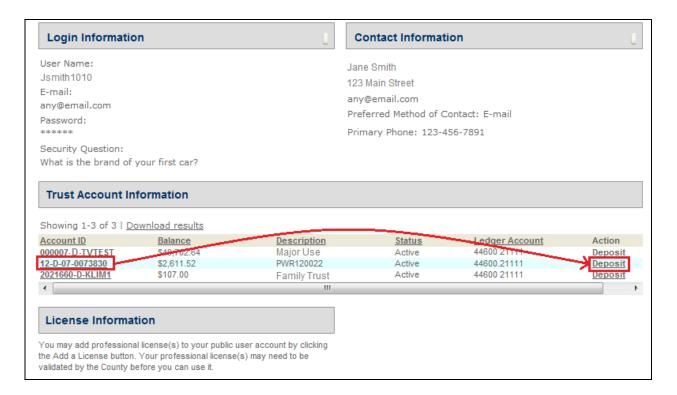
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At the top right of the screen, click on "Account Management." The Account Management screen allows users to manage their personal information, provide information on who to contact for help, and shows which Discretionary Project Trust Accounts the User is associated to.

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Scroll down to the bottom of the page and locate the Trust Account Information section. Select which Trust Account to make an online deposit into by clicking the "Deposit" hyperlink on the corresponding line.

Please note: deposits to Trust Accounts made in error are subject to the same terms and conditions of Discretionary Projects. To avoid delays in getting funds available in your Trust Account, verify the Trust Account ID before proceeding in the deposit process.

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Verify the correct Trust Account was selected for deposit. Complete the required payment fields (e.g. Amount, Routing Number, Account Number, etc.).

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Verify payment and billing information are correct before continuing. Once verified, click "Submit Payment" button **once** to make the online deposit and wait for the payment to be processed. Clicking the "Submit Payment" button more than once may result in multiple withdraws from the User's bank account.

After clicking "Submit Payment," the screen may appear grey and a processing message displayed depending on your resolution settings. Depending on site traffic, the payment processing may take up to a couple minutes. Please be patient.

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Once deposit has been processed, the User will be prompted with a successful completion screen. To print a receipt of the deposit, click on the "Print/View Receipt" button. If a window prompts the User to enter a receipt number, please use the "Show Trust Account Detail" button to locate the receipt number then press back on your navigation window and click "Print/View Receipt" again.

Users can also see detailed information that has occurred on the Trust Account by clicking on the "Show Trust Account Detail" button.

Deposited into trust account successfully.

✓ Payment for the following trust account succeeded.
   You can pay with the trust account now.

Thank you for using our online services.
You have successfully deposited $10.00 into the trust account: 12-D-07-0073830.

Print/View Receipt

Now you may go back to trust account detail page to check current information of the trust account.

Show Trust Account Detail »

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By clicking the "Show Trust Account Detail" button, the User can make another deposit to the same Trust Account, see who is associated to the Trust Account, see recent transactions that have posted, etc.

Home	APCD	AWM	DEH	DPW	PDS

Trust Account Details

Account ID: 12-D-07-0073830   Balance: $2,621.52

Description: PWR120022   Status: Active

Ledger Account: 44600.21111

[Deposit]

Associated Address

Showing 0-0 of 0

Address
No records found.

Associated Parcel

Showing 0-0 of 0

Parcel #	Parcel Owner	Address
No records found.		

Associated People

Showing 1-2 of 2 | Download results

Type	First Name	Last Name	Address	Phone	E-mail
Contact	Joe Engineer	-	PO BOX 675106	858-759-9800	
Contact	Jane	Smith	12345 Mission Gorge	999-999-9999	

Transactions

Showing 1-2 of 2 | Download results

Trans ID	Account ID	Trans Type	Trans Amount	Target Account ID	Record ID	Client Trans Number
59217	12-D-07-0073830	DEPOSIT	$10.00			

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If a User wishes to make a deposit to a different Trust Account, scroll to the top of the webpage and select "Account Management" link. Repeat the same steps from above for each Trust Account deposit.

More Information:

[N/A]

Help Contact:

If you have questions regarding your online Trust Account services, please email LUEGTrustAccts@sdcounty.ca.gov for assistance.